Trouble Shooting Guide

Infrared Thermometry

FirstTemp* Genius*

Problem	Cause	Corrections
Unusually low readings	1. Dirty lens 2. Improper technique 3. Surface Mode displayed on screen 4. Cracked lens 5. Alcohol used to clean lens 6. Probe cover installed incorrectly 7. Thermometer cooled below working range 8. Not enough time allowed between measurements	1. Clean with a dry wipe or tissue. 2. Place thermometer in ear as far as possible without force and hold as if speaking on a telephone. 3. Return thermometer to Tympanic Mode by pressing mode button twice. 4. Return thermometer to Medical Engineering or the GENIUS Service Centre. 5 Do not use thermometer for 45 minutes after cleaning with alcohol. 6. Ensure that the film of the probe cover is stretched tightly and evenly over the lens. 7. Place thermometer in normal environment between 15°C and 35°C for 45 minutes. Do not store thermometer next to a fan or air-conditioner. If possible, store thermometer in the same ward in which temperatures will be taken. 8. Allow 2 to 3 minutes between temperature measurements.
Arrow pointing downwards in lower left hand corner	Thermometer cooled below working range	Place thermometer in normal environment between 15°C and 35°C for 45 minutes. Do not store thermometer next to a fan or air-conditioner. If possible, store thermometer in the same ward in which temperatures will be taken.
Unusually high readings	1. Thermometer heated above working range 2. Core or Rectal Mode displayed on screen 3. Temperature taken in "down" ear when patient has been lying on his/her side	1. Place thermometer in normal environment between 15°C and 35°C for 45 minutes. Do not store thermometer in direct sunlight, on a windowsill, over radiators or under very bright lights. If possible, store thermometer in the same ward in which temperatures will be taken. 2. Normal body temperature in Oral Mode ranges from 35.8°C to 37.5°C. Core Mode will generally be 0.43°C higher than Oral Mode. Rectal Mode will generally be 0.54°C higher then Oral Mode. 3. Take temperature in the exposed "up" ear if patient is lying on his/her side.
Arrow pointing upwards in upper left hand corner	Thermometer heated above working range	Place thermometer in normal environment between 15°C and 35°C for 45 minutes. Do not store thermometer in direct sunlight, on a windowsill, over radiators or under very bright lights. If possible, store thermometer in the same ward in which temperatures will be taken.
Error low battery	Battery life of 5,000 temperatures has ended	Change battery using a 9V alkaline battery or contact Medical Engineering or the GENIUS Service Centre.
System error	Requires technical service	Return thermometer to Medical Engineering or the GENIUS Service Centre.
Different readings in the same ear	Not enough time allowed between measurements	Allow 2 to 3 minutes between measurements.
Different readings between left and right ear	1. Incorrect positioning of thermometer 2. Anatomical differences 3. Patient positioning 4. Not enough time allowed between measurements	1. Check that a good seal is formed when positioning thermometer in both ears. 2. Allow for a difference of up to 1°C between ears. Use the ear with the higher temperature. 3. Take temperature in the exposed "up" ear if patient is lying on his/her side. 4. Allow 2 to 3 minutes between measurements. NOTE: If a large difference is noted consistently, it should be noted in the chart and the ear with the higher temperature used.
"Use new probe cover" displayed on screen even though a probe has been installed	Thermometer will go into a "sleep mode" 30 seconds after a probe has been installed to conserve the battery	Press the eject/release button and install a new probe cover.
Placing cartridge of probe covers into base unit is difficult	Probe covers are not in line with the impressions in the base unit	Turn cartridge upside down and tap on a hard, flat surface. Probes should now slide into base unit with ease.

* Trademark of Sherwood Services AG. © 2004 Tyco Healthcare Group LP. All rights reserved.

P-TH-FTGenius05/GB

tyco Healthcare

Tyco Healthcare AG
154 Fareham Road
GOSPORT
HAMPSHIRE
UK - PO13 0AS
Tel: +44 (0) 13 29 22 4258
Fax: +44 (0) 13 29 22 4086

www.tycohealth-ece.com

03/2004